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BEFORE THE ARIZONA CORPORATION COMMISSION

KRISTIN K. MAYES
Chairman

2009 OCT -1 P 1:47

GARY PIERCE
Commissioner

AZ CORP COMMISSION
DOCKET CONTROL

PAUL NEWMAN
Commissioner

SANDRA D. KENNEDY
Commissioner

BOB STUMP
Commissioner

STAFF of the Utilities Division,

Complainant,

vs.

TelLogic d/b/a QUALITY TELEPHONE,

Respondent.)

Docket No. T-04172A-03-0153

NOTICE OF COMPLIANCE
FILING

In compliance with Decision No. 71255, TelLogic, Inc. dba Quality Telephone makes this filing to notify the Commission that it delivered a check in the amount of \$1000 to the Arizona Corporation Commission's Business Office on September 29, 2009 (a copy is attached). In addition, attached to this filing is the bi-annual report required to be filed by October 1, 2009, setting forth the details of the one customer complaint received in the prior six months in other jurisdictions.

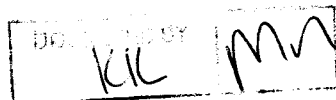
DATED this 1st day of October, 2009.


LEWIS and ROCA LLP

Arizona Corporation Commission

DOCKETED

OCT -1 2009




Michael T. Hallam
40 N. Central Avenue
Phoenix, AZ 85004
(602) 262-5340
Attorneys for TelLogic

1 ORIGINAL and thirteen (13) copies
2 of the foregoing filed
3 this 1st day of October 2009, with:

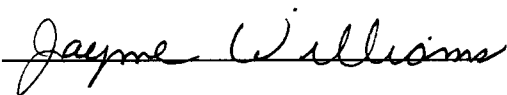
4 The Arizona Corporation Commission
5 Utilities Division – Docket Control
6 1200 W. Washington Street
7 Phoenix, Arizona 85007

8 Copy of the foregoing hand-delivered
9 This 1st day of October, 2009, to:

10 Yvette Kinsey
11 Administrative Law Judge
12 Arizona Corporation Commission
13 1200 West Washington Street
14 Phoenix, AZ 85007

15 Kevin Torrey
16 Legal Division
17 Arizona Corporation Commission
18 1200 West Washington Street
19 Phoenix, AZ 85007

20 Steve Olea, Director
21 Arizona Corporation Commission
22 Utilities Division
23 1200 W. Washington Street
24 Phoenix, Arizona 85007

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For the Arizona Corporation Commission

Customer Complaints – PUC
6 months ended 09/30/2009

Texas
Complaint No: CP2009040590
Date Received: 04/08/2009

SUMMARY:

Customer signed up to switch service on 04/01/2009, paying \$54.99. Customer was upset her service was not switched the same day. As of 04/08/2009, customer's phone was not working.

BACKGROUND (from our records):

Customer called on 04/01 at 1:41PM and paid to get serviced switched over the phone by credit card.

Conversion order was transmitted to AT&T on 04/01/2009 at 3:20PM.

Phone line was converted to Qtel on 04/02/2009. Customer called on 04/03 about conversion status. Line tested OK.

On 04/03 at 4:11PM, customer noted that she had moved from the apartment where the original line was set up (moving to apartment 104 from apartment 314).

Move/Transfer order was transmitted to AT&T on 04/03/2009 at 4:22PM. Move was confirmed for 04/07.

Customer called on 04/08 stating service was not working. Line was tested to be faulty. Repair ticket was issued with due date no later than 04/10.

Customer's turn-on date was changed to reflect the 04/07 turn-on. Billing did not start until turn-on. Additionally, the customer received an additional credit for the dates 04/07 – 04/10.

Customer switched to another carrier on 08/04.

NO OTHER PUC COMPLAINTS IN THIS PERIOD.

September 29, 2009

Via Hand-Delivery

Arizona Corporation Commission
Administrative Division
1200 W. Washington Street
Phoenix, Arizona 85007

Re: TelLogic d/b/a Quality Telephone
Docket No. T-04172A-03-0153

Dear Sir or Madam:

In compliance with Decision No. 71255, attached is a check made out to the State of Arizona in the amount of \$1,000. Please contact me if you have any questions.

Very truly yours,



Michael T. Hallam

MTH/jw
Enclosure

23072

QUALITY TELEPHONEP.O. BOX 7310
DALLAS, TX 75209-0310WACHOVIA BANK, N.A.
3-50-310

9/17/2009

PAY TO THE
ORDER OF

State of Arizona

\$ **1,000.00

One Thousand and 00/100*****

DOLLARS

State of Arizona

MEMO

Docket # T-04172A-03-0153

AUTHORIZED SIGNATURE

QUALITY TELEPHONE

23072

State of Arizona

9/17/2009

Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
9/17/2009	Bill	Docket T04172A030153	1,000.00	1,000.00		1,000.00
				Check Amount		1,000.00

Wachovia Checking 4 Docket # T-04172A-03-0153

1,000.00